View from the Top
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HQ USAF/A1S
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EUCOM QoL 6 Mar 08

Scope of Operations
Big Picture

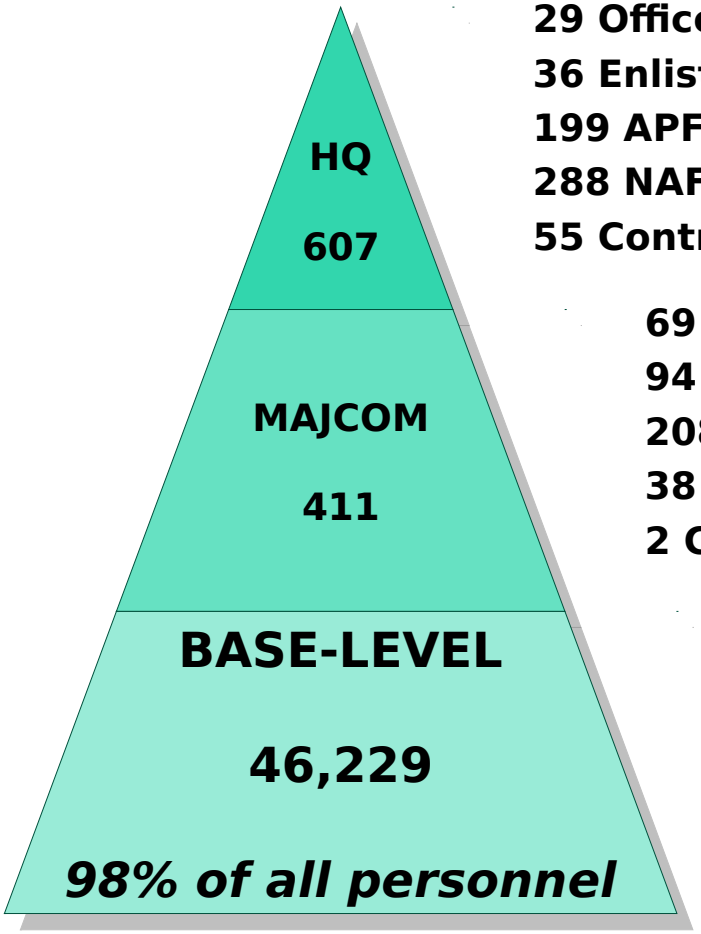
USAF SERVICES
Combat Support & Community Service

- **Child Development Centers**
- **School Age Programs**
- **Youth Programs**
- **Family Child Care Homes**
- **Fitness Operations**
- **Libraries**
- **Air Force Clubs**
- **Recreational Shooting Operations**
- **Arts and Crafts**
- **Bowling Centers**
- **Golf Courses**
- **Aero Clubs**
- **Central Ticket Programs**
- **Leisure Travel Operations**
- **Community Centers**
- **Outdoor Recreation Programs**

Scope of Operations Big Picture

- 8143 military (AD, AFR, ANG)
- 39,104 civilians (APF, NAF, CME)
- 7,017 personnel postured for deployment (AD and ARC)
- 2,520 Guard on deployable UTCs
- 1,084 Reserve on deployable UTCs
- Peacetime and Wartime Feeding
- Transient Lodging
- Liaison for AAFES and Commissary
- Armed Forces Entertainment
- Tops In Blue
- Airmen & Family Readiness
- Compensation and allowances
- Leave and permissive TDY policies/exceptions
- Financial counseling
- Transition, relocation, and employment assistance
- Family life education and dependent education
- Sexual Assault Prevention and Response
- Culture of Responsible Choices (CoRC)
- Commanders Programs
- Recognition
- Commercial solicitation

Services Organization



29 Officers
36 Enlisted
199 APF Civilians
288 NAF Civilians
55 Contractors

69 Officers
94 Enlisted
208 APF Civilians
38 NAF Civilians
2 Contractors

381 Officers
7,534 Enlisted
5,161 APF Civilians
23,983 NAF Civilians
3,483 NAF Local Nationals
5,687 Contractors

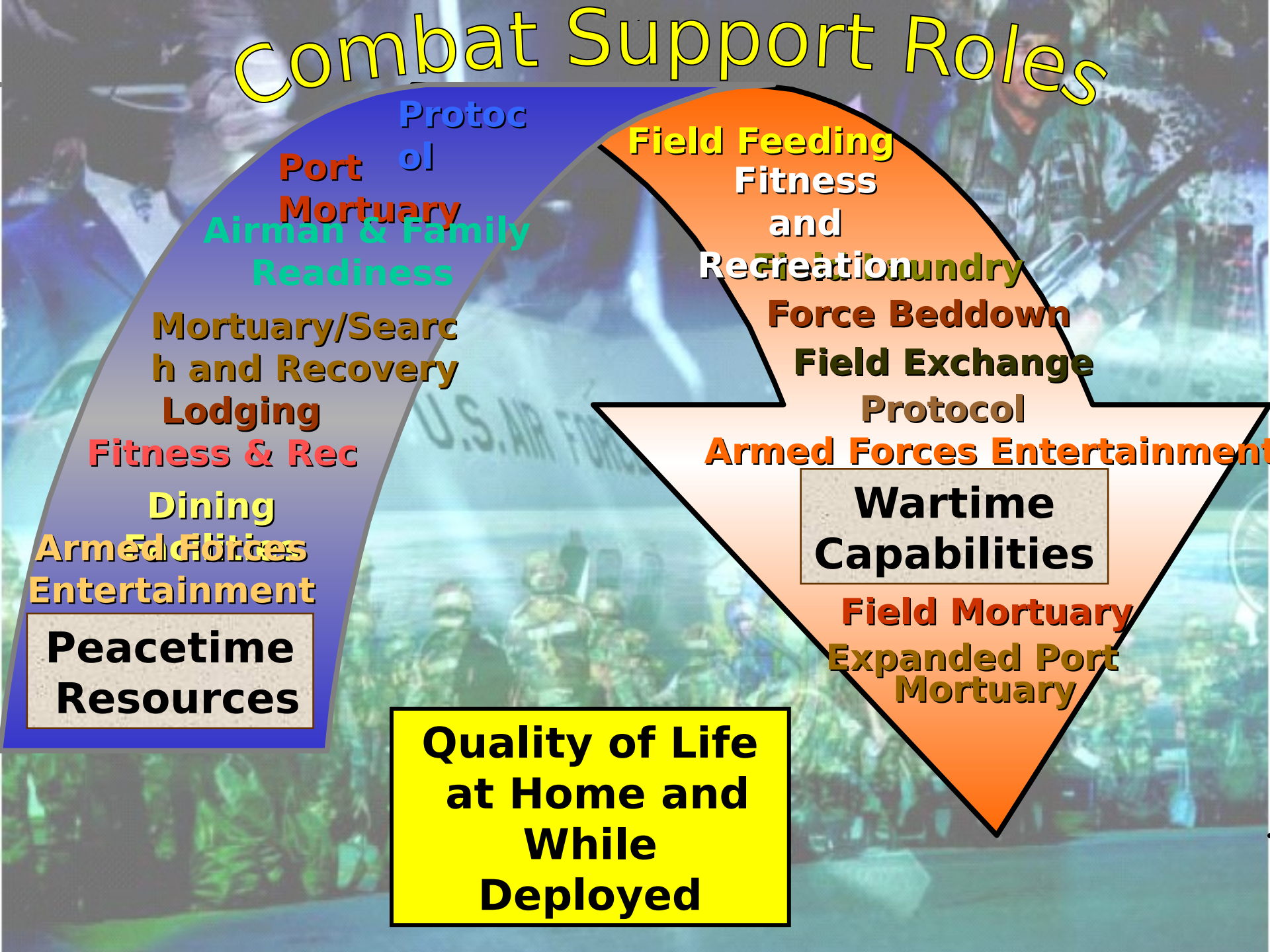
47,247 Services Team Members Worldwide

All Active Duty Airmen (+3600 ARC) on deployable UTCs

96% of available Airmen deploy each AEF Cycle

Integrity - Service - Excellence

Combat Support Roles



Combat Support

USAF SERVICES
Combat Support & Community Service

- **Combat Support**
  - **Feeding and Lodging**
  - **Fitness and Sports**
  - **Libraries and Learning Centers**
  - **Armed Forces Entertainment**

Community Service

USAF SERVICES
Combat Support & Community Service

- Multitude of activities serving our diverse
  - Librarie
  - Clubs
  - Bowling
  - Golf
  - Outdoor recreati
  - Aero clubs
  - Arts and Crafts
  - Entertainment

- Myriad of other morale-enhancing programs that provide the esprit de corps and sense of community uniquely experienced by our members and their families

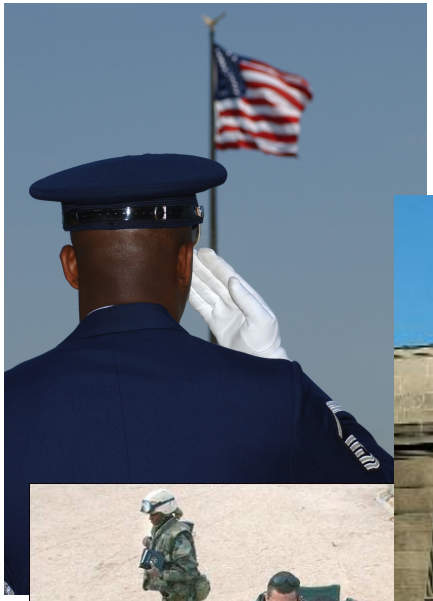
Helping Families on the Home Front

- **Airman and Family Readiness prograr prepares Airmen and their families fo deployment challenges**
  - **Mandatory pre-deployment briefin on personal planning and stressors related to extended du away from home**
  - **Post deployment briefings help Airmen understand the dynamics o reuniting with their families**
  - **Understanding the cycle of deployment; children and deployment**
  - **Long distance communication tips; video phone contact with deployed Airmen**
  - **Financial planning and free one-on-one counseling**

John Moore / AP

Sustaining the Force

- **Meeting Airmen's basic needs**
  - **Compensation**
  - **Recognition**
- **Fostering a safe, supportive environment in which to live and work**
  - **Free of discrimination**
  - **Respectful of our rich diversity**
- **Common Airman Culture**
  - **Wingman concept**
  - **Culture of Responsible Choices**



Dover Port Mortuary

USAF SERVICES
Combat Support & Community Service

Charles C. Carson Center for Mortuary Affairs

- 72,000 sq/ft facility - double size of former facility
- New additions included:
  - FBI workspace
  - Explosive Ordnance Station
  - Full Body X-ray w/ CT-scanner
  - Triage / Photo / Bar-coding
- Increased workspace/ stations for:
  - Dental
  - Autopsy
  - Embalming
  - Dress / Wrap
  - Shipping

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New Requirements

- **FY07 NDAA - SEC. 562 TRANSPORTATION OF REMAINS OF CASUALTIES DYING IN A THEATER OF COMBAT OPERATIONS**
  - **“Air transportation from Dover AFB…shall be made by military aircraft or military-contracted aircraft”**
- **Military air not feasible; lack of aircraft and crews**
  - **Long term contract in place with Kallita Air**
- **Legislation includes language increasing Honor Guard Detail**
  - **“Meet the remains at the place to which transportation…is made”**
  - **“Participate in the transfer of the remains…by carrying out the remains with a flag draped over the casket”**
  - **PDUSD (P&R) email, 26 Dec 06 Secretariat discretion “A minimum of 6 personnel would be a reasonable baseline to begin with.”**
- **A1S and AMC pleased with process…successful implementation and execution**

Survivor Assistance Program

- **Single focal point for families and CSAF**
- **Program originally set up to care for families who lost a loved one in military aircraft mishaps; later expanded to include all active duty deaths**
- **Responsive to the needs of family members**
  - **…"whatever the family needs"**
- **Raise awareness…commanders/leaders at all levels**
- **Support expanded to wounded and seriously ill/injured at onset of OIF**
- **Family Liaison Officer**
  - **A bond between the AF and family members**
  - **Link to the array of AF assistance, support, and services…an "interpreter"**
- **Long-term assistance**
  - **Have always taken care of our folks--this just formalizes and institutionalizes the process**
  - **24hr Hotline available 1-877-USAF-HELP**

Survivor Assistance Program Care of Wounded

USAF SERVICES
Combat Support & Community Service

- **Family Liaison Officers (FLOs) appointed by local area AF units with same AFSC or similar job at each location once wounded evacuated from AOR**
  - **Landstuhl Regional Medical Center**
  - **Walter Reed Army Medical Center**
  - **Other specialty hospitals/final treatment location**

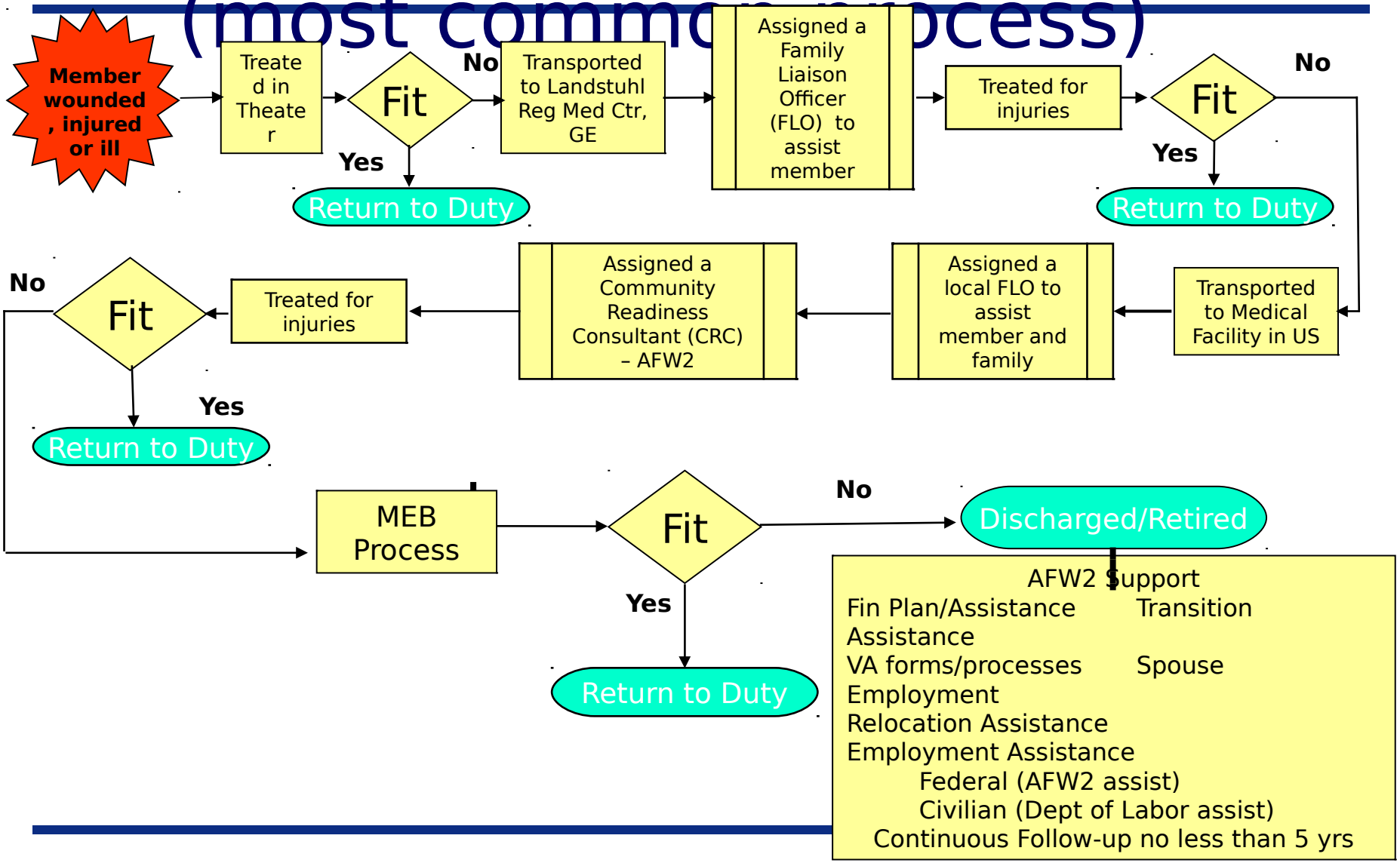
- **Wherever treatment is provided, a FLO is appointed to assist member and family with information and whatever is needed**
  - **Set up lodging for family members**
  - **Transport member or family to appointments**
  - **Help with administrative details, finance, etc.**
  - **FLOs are key to taking care of wounded members and their families, especially when they're away from their home unit**

- **Real-life situation training tool video being developed for FLOs, Commanders, and senior enlisted personnel**
  - **Current ECD May 08**

Air Force Wounded Warrior – AFWW

- **Office of the Secretary of Defense (OSD) directive**
  - **Ensure OEF/OIF combat related ill/injured and medically separated members receive information and entitlements**
  - **CONOPS established; memo from HQ USAF/A1 signed Feb 06**
  - **Program evaluated and updated Feb 07 to provide better continuity of services**
- **Air Force Wounded Warrior:**
  - **Airman wounded/ill/injured in support of OEF/OIF**
  - **If/when returned to duty, no longer considered Wounded Warrior**
  - **Consultation/analysis for Temporary Disability Retirement List (TDRL) and/or permanent retirement**
- **Enhanced transitional services**
  - **Relocation, financial counseling, employment services**
  - **Facilitate AF Federal civilian employment with the AF if 30% disabled or Purple Heart recipient**
  - **Coordinate assistance with Vet Affairs and Dept of Labor**
  - **Provide same services for Guard and Reserve**
- **AFPC team provides case management for a minimum of 5 years**

WIA SI/VSI Care Flow Chart (most common process)



Wounded Airman Panel

SrA Acosta, SSgt (Ret) Pizzifred, MSgt Hurst, Mrs. Hurst, Mr. Myers

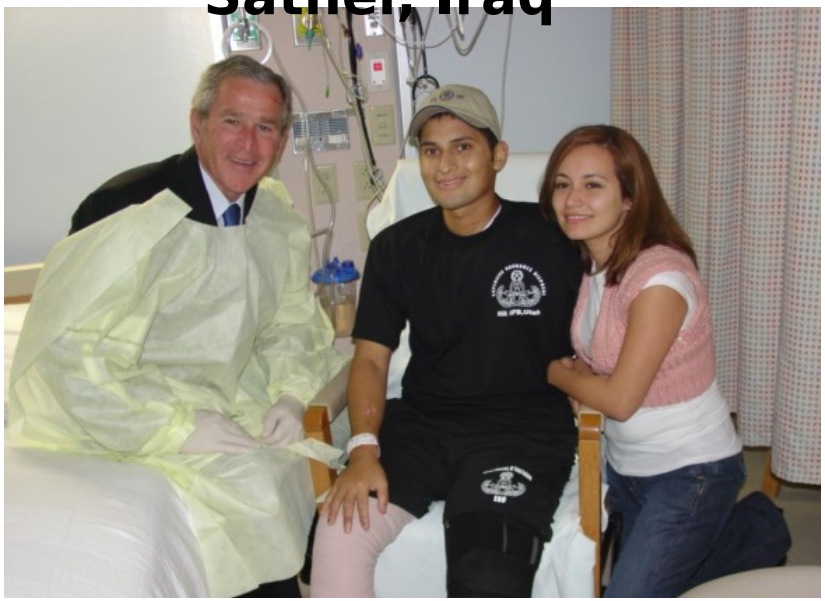
TSgt Christian MacKenzie

TSgt MacKenzie with his wife Jen and mother Lynn at Wilford Hall Medical Center

SSgt Eric Ezell and TSgt MacKenzie with Miss America 2007 Lauren Nelson at the USO of Metro Washington Area Annual Awards Banquet

SrA Daniel Acosta

SrA Daniel Acosta, 775th CES Hill AFB, IED, Sather, Iraq



SrA Acosta and his wife Sandy with President George W. Bush at Brooke Army Medical Center

SrA Acosta and Sandy outside h Purple Heart ceremony

SrA Dan Acosta,

Family Liaison Office

For SSgt Chris Slaydon

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Family Child Care Program

- **Children 2 weeks through 12 years**
- **Care not available in centers**
  - **Weekend, evening, shift, special needs, young infants**
- **Provides employment for spouses**
  - **Maintains the economic viability of families**
- **Parents currently pay most of cost**
  - **Fees offset via the Subsidy Program**

18,000+ daily

FCC Outreach Programs Availability

- **Extended Duty Care:** For hours worked beyond normal duty schedule…all bases
- **Returning Home Care:** 16 hours of care per child for Airmen returning from deployment…all bases
- **Missile Care:** Care for those with 24 hr shifts 3-4 days in row at missile sites…3 bases
- **Guard/Reserve Installation Care:** Care in on-base AF licensed homes during drill weekends…all bases
- **Guard/Reserve Home Community Care:** Care in civilian state-regulated homes during drill weekends…15 sites

Youth Programs

- **Partner with major organizations to provide opportunities for Air Force youth**
  - **Boys & Girls Clubs of America**
  - **United States Department of Agriculture (4-H Clubs)**
  - **National Association of Youth Sports**
  - **National AfterSchool Association**
- **Provides access to national programs, commercial sponsorship, field assistance**
- **Provides recognition for military youth**
- **Encourages collaboration with off-base agencies**

Boys and Girls Clubs of America (BGCA)

- **Air Force Services/BGCA partnership active since 1995**
  - **All Air Force youth programs are affiliated**
  - **Use program resources, staff training opportunities**

- **Air Force requires participation in 5 BGCA Programs**
  - **Air Force/BGCA Youth of the Year**
    - **Recognizes youth's outstanding contributions to family, school, community and youth center as well as personal challenges and obstacles overcome**
  - **Imagemakers National Photography**
  - **National Fine Arts Exhibit**
  - **Keystone Clubs**
  - **Torch Clubs**

Air Force Youth Programs Camping

- **Air Force Youth Camping Program**
  - **Help youth reach their fullest potential**
  - **Contribute to their self-worth**
  - **Assist them in resisting negative pressures**
- **Residential Camps**
  - **AF Services Aviation Camp – USAF Academy**
  - **AF Services Space Camp**
  - ***Operation Purple* Camps – National Military Family Association (NMFA)**
- **Specialty Camps**
  - **Skateboard, Science, Archery, Life Skills, Track/Field, Theatre**
- **Major Command Camps**

AF Services FitFactor

- **Web and incentive youth fitness and health program**
- ***FitFactor* encourages youth ages 6-18 years to:**
  - **Be physically active for 60 minutes each day**
  - **Make healthy eating and lifestyle choices**
  - **Include friends & family in physical activities & games**
  - **Limit screen time**
  - **Adopt healthy routines**
    - **Use a broad range of physical & leisure activit**
- **FY08 – added a family/staff component**
  - **7,114 youth registered as of Feb 08**
  - **702 parents and staff registered thus far**
  - **Visit the website: www.afgetfit.com**

FY06 = 12,600 youth registered FY07 = 15,600 youth registered

FitFactor will encourage youth to:

- be physically active for at least sixty minutes each day
- make healthy eating and lifestyle choices
- include friends and family participation in fun physical activities and games
- limit the amount of screen time (television and computer) they log each day
- adopt healthy exercise routines, including a broad range of physical and leisure-time activities

FIVE LEVELS OF ACCOMPLISHMENT:

1. **Energy**
2. **Strength**
3. **Agility**
4. **Adventure**
5. **Endurance**

POWER!

EARN FUN INCENTIVES ALONG THE WAY:

- **Journals and pens**
- **Silicone Bracelets**
- **Tee-Shirts**
- **Pins**

- **Web and incentive-based program – began in Oct 05**
  - **Youth log in points and attain 1 to 5 levels**
- **AF FitFactor 1st Year: 1 Oct 05 – 30 Sep 06**
  - **Enrolled over 12,600 youth**
  - **47% participation**
- **AF FitFactor 2nd Year: 7 Oct 06 – 30 Sep 07**
  - **Introduced 6-8 year old youth**
  - **Enrolled 15,600 youth**
  - **51% participation**
- **AF FitFactor 3rd Year: 1 Oct 07 – 30 Sep 08**
  - **Include family and staff participation**
  - **Enrolled 7,114 youth year to date**
  - **65% participation**
- **For more information visit www.afgetfit.com**

Airman & Family Readiness Center Update

- **New name was approved in 2006 to more accurately reflect our customer base: the Total Force**
  - **Today over 80 % of customers are active duty Airmen**
  - **Still serve families but have added responsibilities**

- **Support and maintain mission readiness**
  - **Consult with unit leadership to provide tailored services based upon individualized squadron needs**
  - **Assist individuals and families with adaptation to the military life style**
  - **Serve DOD military and civilian personnel including Air Force Guard and Reserve**
  - **Services focus on proactive outreach, community readiness, commander support, and individual and family readiness**

Deployment Support

- **A&FR Centers provide members with information, consultation and other services before, during, and after deployment**
- **Encourage spouses to attend pre-deployment briefings**
- **Help family members, including parents, sibs, spouses, and children with information and support during separatio**
- **Keep Airmen connected to loved ones back home**

A&FRCs Serve the Mobile Military Spouse

- **Help educate spouses on mobile military lifestyle**
- **Learn military customs and traditions**
- **Understand all their benefits and entitlements**
- **Assist spouses with career development**
  - **Counseling on portable careers**
  - **Navigate the job search process**
  - **Develop and enhance employment skills**
  - **Job referral and resume assistance**
- **Air Force encourages spouses to get involved in the community to fully integrate into each new location**

Partnerships with Industry

USAF SERVICES
Combat Support & Community Service

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Name Brand Casual Dining

- Newest AF operation
  - Chili's Too at Kadena AB
- Other Locations:
  - Kadena AB, 2004
  - Ramstein AB, 2005
  - Osan AB, 2006
- FY09 – Yokota AB

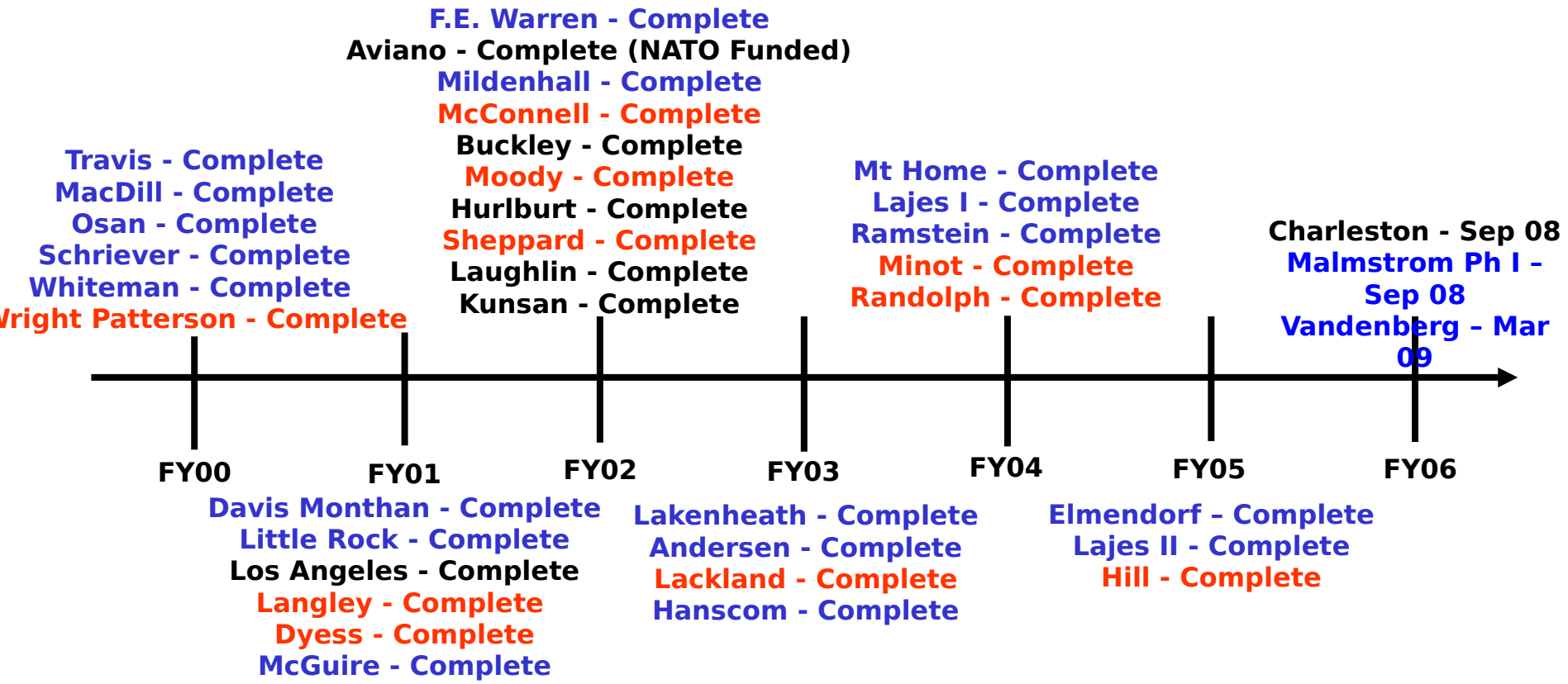
- FY09 – Macaroni Grill
  - Ramstein AB

Kadena AB Chili's Too

- **1st in Armed Forces**
- **Customers requested**
  - **Extensive breakfast and scaled down Chili's menu**
  - **Open 24/7 on weekends**
- **Projected huge success**

Col Guy Palumbo visits with a guest minutes after the grand opening

Fitness Facilities
Started with $183M in OSD QoL Funding



Project Type	QoL	MILCON	Cong. Insert	Total
No. of Projects	20	6	10	36
Cost in Millions	$183	$52	$94	$329

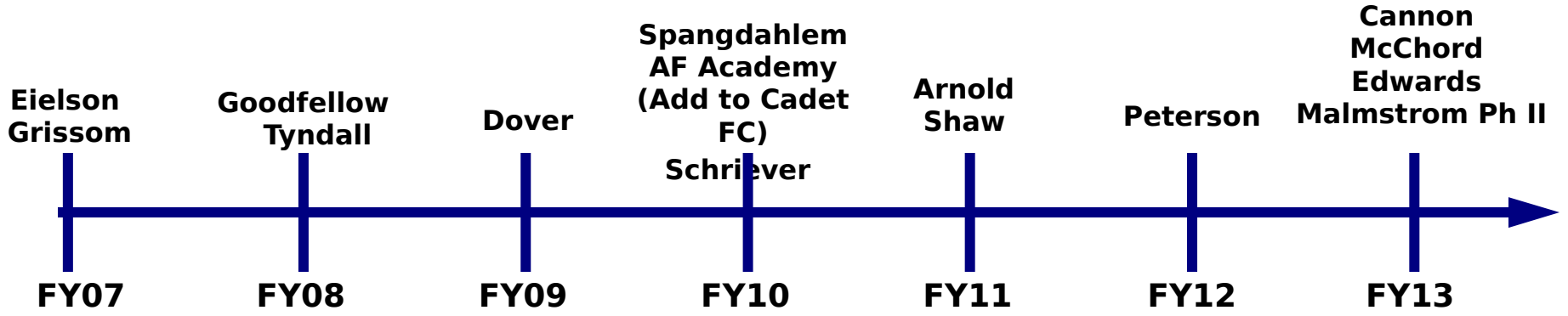
* Lajes done in 2 phases
** Aviano project excluded,

The Way Ahead

	FY00-FY06	FY07-FY13	Total
No. of Projects	36	15	51
Cost in Millions	$329	$213	$542

Beyond FY13

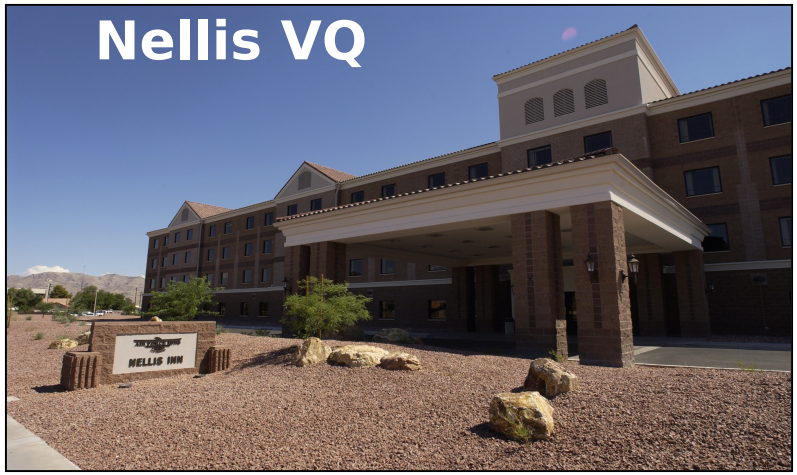
Vandenberg Maxwell Eglin Los Angele
Kirtland Robins Hickam



VQ Construction Program

Funding Successes

- Travis AFB (NAF) 350 rooms
- Nellis AFB (NAF) 350 rooms
- Osan AB (NAF) 350 rooms
- Laughlin AFB (APF) 96 rooms
- Aviano AB (NATO) 80 rooms
- Grissom ARB (APF) 45 rooms
- Kadena AB (GoJ) 293 rooms
- Kirtland AFB (APF) 96 rooms
- Minneapolis ARB (APF) 300 rooms



VQ Construction Program

USAF SERVICES
Combat Support & Community Service

FUTURE NAF PROJECTS

Base – Status	ECD
Ramstein – Const	TBD 08
McGuire – Const	Jul 08
Kunsan – Const	Sep 08
Buckley – Bid	Dec 09
Hickam – Design	
MacDill – Design	
Andrews – Design	
Langley – Design	
Hurlburt – Design	
Keesler – PVA	
Westover ARB – PVA	

FUTURE APF PROJECTS

Base – Status	ECD
Youngstown ARB - Const	Sep 08
Niagara Falls ARB (1) - Const	Mar 08
Niagara Falls ARB (2) - Const	Mar 09
Homestead ARB - Design	

vice - Excellence

Armed Forces Entertainment

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Oct/Dec Tours

South West Asia Comedy Tour Poison Creed Cheerleaders Cinder Road Sons of Bill

www.armedforcesentertainment.com

COMING TO A THEATER NEAR YOU

ARMED FORCES ENTERTAINMENT℠

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SUPPORT OUR TROOPS

IRAQ - 2007

RAW

ARMED FORCES ENTERTAINMENT SM

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Holiday WWE Tour Travel Route

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Holiday WWE Tour 5 - 7 Dec 07: FOB's Visited

- Baker
- Foley
- Marez
- Q-West
- Olsen
- Brassfield-Mora
- Woodcock
- Dagger
- Summerall
- Bernstein

IRAQ TOUR

- Warrior
- Gains Mills
- McHenry
- Doria
- Balad
- Taji
- O'Ryan
- Tarmiyah
- Paliwoda
- Speicher

- Held meet & greet sessions, ate and signed autographs with troops
- Returned to Camp Speicher late evening each night

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Holiday WWE Tour
5 - 7 Dec 07

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WWE Fifth Anniversary Tour - 2007

- **Visited 20 remote sites 3-8 Dec 07**
  - **Some Forward Operating Bases had as few as 45 folks – Very "Hot" Locations**
- **WWE show finale at Camp Speicher - 7 Dec 07**
- **On the USA national television network again, Christmas Eve - Monday 24 Dec 07**

What is Quality of Life?

- **Congressional hearings**
  - **Morale, Welfare and Recreation Overview (A1S: HASC)**
  - **Hearing on President's Quality of Life (QoL) Budget Request (CMSAF: HAC)**
  - **Military QoL Hearing on MILCON and MFH (CSAF, A7C: HAC)**
  - **Topics include MWR, health care, education, pay and compensation, housing, military construction**
- **Air Force: Those programs that sustain, care for and develop our Airmen and their families, enabling the successful execution of the Air Force mission**
- **Service members (GAO Audit)**
  - **MWR activities and services**
  - **Commissaries and exchanges—**
  - **Chaplain services, youth programs, family support services**
- **A**

"Programs intended to provide military personnel the same quality of life as is afforded the society they have pledged to defend."

— Rep. John McHugh, HASC Hearings, 29 March 2007

Quality of Life – Our Founding Fathers

- **From the very beginnings of the Air Force, founding fathers like Generals Hap Arnold and Curtis LeMay insisted on a sense of community and quality of life as key characteristics of the new organization**
  - **When the Order of Daedalians Foundation established the award for the best MWR program in the Air Force in 1965, they named it after General Curtis E. LeMay in recognition of his life-long interest in the support provided to Service members and their families around the globe**
- **General Russell E. Dougherty – "The Air Force mission was not only to fly and fight, but to motivate and support those forces to go out there in the combatant units"**
  - **"As we become smaller let's make sure we are left with the best equipped, best motivated, and best led warriors in the world"**

Two Weapons Systems

USAF SERVICES
Combat Support & Community Service

- **The Air Force has two weapons systems**
  - **The Weapons Themselves**
  - **The Airmen that Employ Them**

Quality of Life – Our View

- **We maintain the number one weapon system in our nation's arsenal - our people**
  - **We park them. We fuel them. We supply the parts that they need. We put the same care and attention into the ground support that makes them work – their families.**
  - **We prepare them to deploy and participate in expeditionary operations. We keep things working while they're gone, and put extra effort into taking care of those left behind so they can concentrate on the mission. We recover them when they return.**
  - **Our focus on Quality of Life ensures the combat support and community service required to sustain and enhance the nation's readiness and warfighting capabilities.**

Contact Information

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